

Accessing Your WEA Account

If you are a new learner, you should have received your WEA login details via email.

Please check your junk/spam folder if you cannot see the email.

If you are a returning learner, you can use your existing log in details.

If you cannot find your login details or you have forgotten them, please contact:

Learners in England: learnersupport@wea.ac.uk

Learners in Scotland: learnersupportscotland@wea.ac.uk



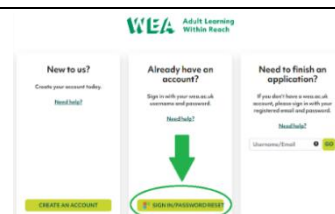
Logging into the Learner Hub

Go to the WEA website

Click on “My WEA”

Select “Learner Log in”

Click “Already have an account”



When logging in for the first time, you will need to create your own password.

You will also be asked to set up **Multi-Factor Authentication (MFA)** to help keep your account secure.

This may involve verifying your identity using a code sent to your phone or through an authentication app.

You can either:

Option 1: Use the Microsoft Authenticator app

Download the **Microsoft Authenticator app** on your phone.

Follow the on-screen instructions to complete the setup.

OR

Option 2: Use your phone number

Click **Other options**.

Choose **Phone** as your authentication method.

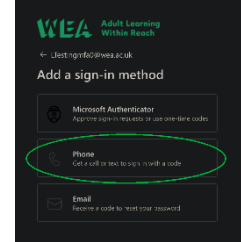
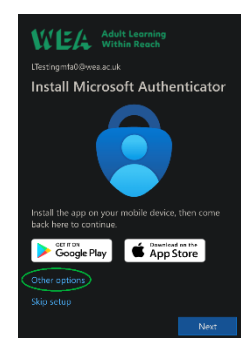
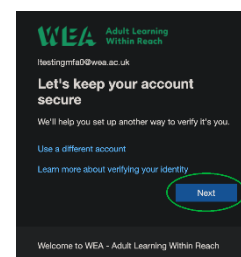
Enter your phone number and click **Next**.

Choose whether to receive a verification code by text message or a phone call.

If you choose a text message, enter the code shown on the login screen and click Next.

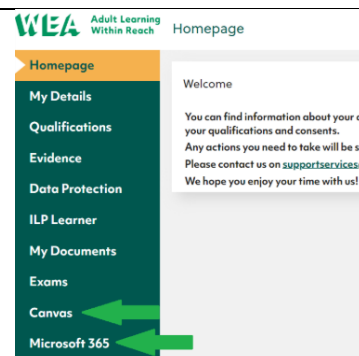
If you choose a phone call, follow the instructions provided during the call.

Once the setup is complete, you will see a confirmation message showing that your security information has been registered successfully.



Accessing Your Course

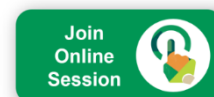
Once you have logged in and completed setup you can access Canvas (our Virtual Learning Environment) and your WEA 365 account via the Learner Hub.



Joining Your Microsoft Teams Meeting

Your Teams meeting link will be available on your Canvas course home page.

You can join your class on laptop, tablet, or mobile device.



Joining on a Laptop or Desktop (Windows / Mac)

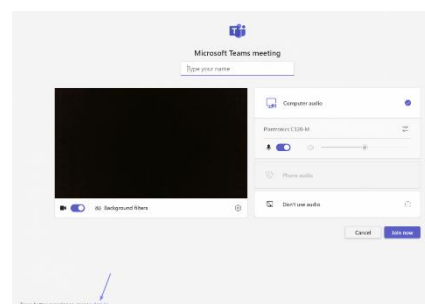
Using the Teams App (recommended)

If you don't have the app:

- Go to: <https://teams.microsoft.com/downloads>
- Download and install the desktop app
- Click your meeting link
- Choose "Open Microsoft Teams"

If you see "Sign in", click it and log in with your WEA email.

If your name is already shown and you see "Join now", you are ready to join.



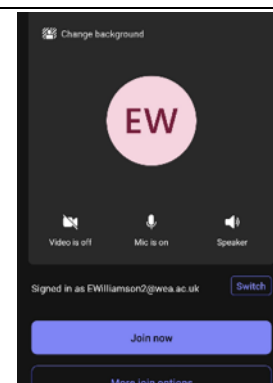
Joining on an Android Device

Install Microsoft Teams from the Google Play Store

Click your meeting link

If you see "Sign in", click it and log in with your WEA email.

If your name is already shown and you see "Join now", you are ready to join.



Joining on an iPhone or iPad

Install Microsoft Teams from the App Store

Click your meeting link

If you see "Sign in", click it and log in with your WEA email.

If your name is already shown and you see "Join now", you are ready to join.

Microsoft Teams



Get started with your work, school, or personal Microsoft account

Enter email or phone

Next

You ARE signed in if you see:

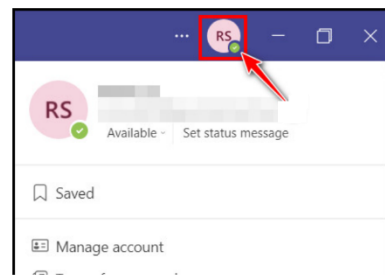
Your name or WEA email at the top right
Or your profile picture/initials (circle icon) When you click on this it should show your WEA email address.

If Teams opens and you are NOT signed in:

Click "Sign in"

Enter your WEA email address and password

Complete any verification if required



Before You Join (All Devices)

Allow access to:

- Microphone
- Camera

Check your audio and video settings

Join a few minutes early

You will need to wait in a lobby until your tutor admits you

Helpful Tips

Use Google Chrome or Microsoft Edge on laptops for best results

Use the Teams app on mobile for the best experience

Ensure you have a stable internet connection

Use headphones for clearer sound

Further support can be found here: <https://www.wea.org.uk/help-and-support/technical>